VSO/MSO Roundtable Meeting

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Medical Records Work Group

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Discussion Topics

- Medical Records in Transition Present Opportunities for Improvement to Archaic Business Processes
- VA/DoD Benefits Executive Council (BEC) Response
- The Way Forward – Lean Six Sigma

Opportunities for Improvement

- All 3 Services and VBA had different terminology and definition of what constitutes an outpatient health treatment record
- Evolution to Electronic Health Record has created an interim period featuring a “hybrid-record”
- Paper records are needed to support new DES Pilot, Expanded Pre-Separation Claims Processing, and VBA’s Movement to Paperless Claims
- Account for Reserve & National Guard records processing

Medical Records Working Group

- The Working Group established under the BEC in April 2007
  - Membership Includes DoD Medical, Dental, and Personnel Communities and VBA Compensation & Pension and Field Operations Representation

- Scope
  - Outpatient paper medical and dental records

Medical Records Working Group

- Priorities
  - Examine Outpatient paper medical and dental records Life-Cycle Management Processes for Additional Opportunities for Improvement
  - Develop and Recommend Policy Changes
  - Establish and Obtain Approval for NARA Approved HTR Disposition Schedule

Medical Records Working Group

- *VA DoD Joint Strategic Plan FY 2009-2011 Objective 3.3*

  The BEC Medical Records Working Group will systematically examine all phases of the military paper Service Treatment Record (STR) Life-Cycle Management Process, with an emphasis on promptly providing accurate and complete STR related information for all servicemembers in all components and veterans to DoD and VA designated benefits determination decision makers

Medical Records Working Group

- BEC Executive Decision Memorandum signed September 19, 2007 Standardizes Term and Definition for Outpatient Medical and Dental Record:

"Military Service Treatment Record is the chronological documentation of medical and dental care received by a military member during the course of his/her military service."

The Way Forward - Lean Six Sigma (LSS)

- ***VA and DoD will collaborate to develop a media-neutral, 21st Century solution for managing the STR life cycle.***
- ***Solution will serve as a bridge between maintaining and transferring a completely paper-based record and managing the record in its current hybrid state containing both paper-based and electronic information until the Departments implement a complete electronic health record (EHR).***

The Way Forward - Lean Six Sigma (LSS)

Next Steps:

- *Project Plan with Milestones Delivered to PDUSD P&R* – November 08
- BEC MRWG Develop Revised Policy & Monitor Performance